Heritage and Arts

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Heritage and Arts	Application Services	Dustin Crump	2 0	0 0	2 0
		Martin Gonzalez	1 1	0 0	1 1
		Assigned to Individual Total	3 1	0 0	3 1
	Application Support	Joseph Sharp	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Campus Networking	Jordy Davis	1 0	0 0	1 0
		Robert Ryan	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Capitol Desktop Support	Chad Poll	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Enterprise Security	Bart Grant	2 0	0 0	2 0

Heritage and Arts

			Low	Medium	FCR Total
Heritage and Arts	Enterprise Security	Dan Cook	1 1	0 0	1 1
		Assigned to Individual Total	3 1	0 0	3 1
	Help Desk	Brenda Treadway	1 1	0 0	1 1
		Eileen Dubach	0 0	1 1	1 1
		James Stearns	2 2	0 0	2 2
		Julie VanBeekum	1 1	0 0	1 1
		Vicky Marrelli	3 3	0 0	3 3
		Assigned to Individual Total	7 7	1 1	8 8
	Metro A Desktop Support	Adam Staks	1 0	0 0	1 0
		Burton Brown	1 0	0 0	1 0
		Eric A Sedgwick	2 0	0 0	2 0
		Michael Barth	3 0	0 0	3 0
		Assigned to Individual Total	7 0	0 0	7 0
	Metro A Help Desk	Ed Conrad	12 12	1 0	13 12

Heritage and Arts

			Low	Medium	FCR Total
Heritage and Arts	Metro A Help Desk	Edward Fortner	9 9	0 0	9 9
		Liz Evans	4 3	0 0	4 3
		Assigned to Individual Total	25 24	1 0	26 24
	Metro A Hosting	Tom Carney	4 0	0 0	4 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro B Desktop Support	Austin Farey	1 0	0 0	1 0
		Cody Flanders	1 0	0 0	1 0
		Jay Locker	2 0	0 0	2 0
		Kraig Ellis	1 0	0 0	1 0
		Matthew Blunk	2 0	0 0	2 0
		Mike Sine	1 1	0 0	1 1
		Tyler Pearce	3 0	0 0	3 0
		Assigned to Individual Total	11 1	0 0	11 1
	Metro B Help Desk	Gary Graham	1 1	0 0	1 1

Heritage and Arts

			Low	Medium	FCR Total
Heritage and Arts	Metro B Help Desk	Assigned to Individual Total	1 1	0 0	1 1
	Metro C Hosting	Dana McDonald	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Project Management	Katie Rasmussen	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Voice Operations	Romanza Hamblin Sorensen	2 1	0 0	2 1
		Assigned to Individual Total	2 1	0 0	2 1
	Assigned Group Total		72 37	2 1	74 38
Customer Company Total			72 37	2 1	74 38

Heritage and Arts

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response		
			Low	**Medium**	**MIR Total**
Heritage and Arts	Application Services	Dustin Crump	2 2	0 0	2 2
		Martin Gonzalez	1 1	0 0	1 1
		Assigned to Individual Total	3 3	0 0	3 3
	Application Support	Joseph Sharp	2 1	0 0	2 1
		Assigned to Individual Total	2 1	0 0	2 1
	Campus Networking	Jordy Davis	1 0	0 0	1 0
		Robert Ryan	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Capitol Desktop Support	Chad Poll	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Enterprise Security	Bart Grant	2 2	0 0	2 2

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Heritage and Arts

			Low	Medium	MIR Total
Heritage and Arts	Enterprise Security	Dan Cook	1 0	0 0	1 0
		Assigned to Individual Total	3 2	0 0	3 2
	Help Desk	Brenda Treadway	1 0	0 0	1 0
		Eileen Dubach	0 0	1 1	1 1
		James Stearns	2 0	0 0	2 0
		Julie VanBeekum	1 0	0 0	1 0
		Vicky Marrelli	3 0	0 0	3 0
		Assigned to Individual Total	7 0	1 1	8 1
	Metro A Desktop Support	Adam Staks	1 0	0 0	1 0
		Burton Brown	1 0	0 0	1 0
		Eric A Sedgwick	2 0	0 0	2 0
		Michael Barth	3 1	0 0	3 1
		Assigned to Individual Total	7 1	0 0	7 1
	Metro A Help Desk	Ed Conrad	12 0	1 0	13 0

Heritage and Arts

			Low	Medium	MIR Total
Heritage and Arts	Metro A Help Desk	Edward Fortner	9 0	0 0	9 0
		Liz Evans	4 0	0 0	4 0
		Assigned to Individual Total	25 0	1 0	26 0
	Metro A Hosting	Tom Carney	4 0	0 0	4 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro B Desktop Support	Austin Farey	1 0	0 0	1 0
		Cody Flanders	1 0	0 0	1 0
		Jay Locker	2 0	0 0	2 0
		Kraig Ellis	1 0	0 0	1 0
		Matthew Blunk	2 0	0 0	2 0
		Mike Sine	1 0	0 0	1 0
		Tyler Pearce	3 0	0 0	3 0
		Assigned to Individual Total	11 0	0 0	11 0
	Metro B Help Desk	Gary Graham	1 0	0 0	1 0

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Heritage and Arts

			Low	Medium	MIR Total
Heritage and Arts	Metro B Help Desk	Assigned to Individual Total	10	0	10
	Metro C Hosting	Dana McDonald	10	0	10
		Assigned to Individual Total	10	0	10
	Project Management	Katie Rasmussen	10	0	10
		Assigned to Individual Total	10	0	10
	Strategic Communications	Dennis Rogers	10	0	10
		Assigned to Individual Total	10	0	10
	Technical Lead/Project Manager	Martin Gonzalez	11	0	11
		Assigned to Individual Total	11	0	11
	Voice Operations	Romanza Hamblin Sorensen	20	0	20
		Assigned to Individual Total	20	0	20
	Assigned Group Total		728	21	749
Customer Company Total			728	21	749

Heritage and Arts

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Heritage and Arts	Application Services	Dustin Crump	2 76.02	0 0.00	2 76.02
		Martin Gonzalez	1 1.12	0 0.00	1 1.12
		Assigned to Individual Total	3 51.05	0 0.00	3 51.05
	Application Support	Joseph Sharp	2 11.00	0 0.00	2 11.00
		Assigned to Individual Total	2 11.00	0 0.00	2 11.00
	Campus Networking	Jordy Davis	1 0.00	0 0.00	1 0.00
		Robert Ryan	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	2 0.00	0 0.00	2 0.00
	Capitol Desktop Support	Chad Poll	1 0.99	0 0.00	1 0.99
		Assigned to Individual Total	1 0.99	0 0.00	1 0.99

Heritage and Arts

			Low	Medium	ATTIR Total
Heritage and Arts	Enterprise Security	Bart Grant	2 1.40	0 0.00	2 1.40
		Dan Cook	1 0.28	0 0.00	1 0.28
		Assigned to Individual Total	3 1.02	0 0.00	3 1.02
	Help Desk	Brenda Treadway	1 0.00	0 0.00	1 0.00
		Eileen Dubach	0 0.00	1 8.41	1 8.41
		James Stearns	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	7 0.00	1 8.41	8 1.05
	Metro A Desktop Support	Adam Staks	1 0.08	0 0.00	1 0.08
		Burton Brown	1 0.13	0 0.00	1 0.13
		Eric A Sedgwick	2 0.02	0 0.00	2 0.02
		Michael Barth	3 0.65	0 0.00	3 0.65
		Assigned to Individual Total	7 0.31	0 0.00	7 0.31

Heritage and Arts

			Low	Medium	ATTIR Total
Heritage and Arts	Metro A Help Desk	Ed Conrad	12 0.00	1 0.20	13 0.02
		Edward Fortner	9 0.00	0 0.00	9 0.00
		Liz Evans	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	25 0.00	1 0.20	26 0.01
	Metro A Hosting	Tom Carney	4 0.41	0 0.00	4 0.41
		Assigned to Individual Total	4 0.41	0 0.00	4 0.41
	Metro B Desktop Support	Austin Farey	1 0.00	0 0.00	1 0.00
		Cody Flanders	1 0.23	0 0.00	1 0.23
		Jay Locker	2 0.22	0 0.00	2 0.22
		Kraig Ellis	1 0.28	0 0.00	1 0.28
		Matthew Blunk	2 0.21	0 0.00	2 0.21
		Mike Sine	1 0.00	0 0.00	1 0.00
		Tyler Pearce	3 0.03	0 0.00	3 0.03
		Assigned to Individual Total	11 0.13	0 0.00	11 0.13

Heritage and Arts

			Low	Medium	ATTIR Total
Heritage and Arts	Metro B Help Desk	Gary Graham	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Hosting	Dana McDonald	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Project Management	Katie Rasmussen	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Strategic Communications	Dennis Rogers	1 0.44	0 0.00	1 0.44
		Assigned to Individual Total	1 0.44	0 0.00	1 0.44
	Technical Lead/Project Manager	Martin Gonzalez	1 51.56	0 0.00	1 51.56
		Assigned to Individual Total	1 51.56	0 0.00	1 51.56
	Voice Operations	Romanza Hamblin Sorensen	2 0.09	0 0.00	2 0.09
		Assigned to Individual Total	2 0.09	0 0.00	2 0.09
	Assigned Group Total		72 3.29	2 4.31	74 3.31
Customer Company Total			72 3.29	2 4.31	74 3.31

Heritage and Arts

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Heritage and Arts	Application Services	Dustin Crump	2 2	0 0	2 2
		Martin Gonzalez	1 0	0 0	1 0
		Assigned to Individual Total	3 2	0 0	3 2
	Application Support	Joseph Sharp	2 1	0 0	2 1
		Assigned to Individual Total	2 1	0 0	2 1
	Campus Networking	Jordy Davis	1 0	0 0	1 0
		Robert Ryan	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Capitol Desktop Support	Chad Poll	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Enterprise Security	Bart Grant	2 1	0 0	2 1

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Heritage and Arts

			Low	Medium	MR Total
Heritage and Arts	Enterprise Security	Dan Cook	1 0	0 0	1 0
		Assigned to Individual Total	3 1	0 0	3 1
	Help Desk	Brenda Treadway	1 0	0 0	1 0
		Eileen Dubach	0 0	1 1	1 1
		James Stearns	2 0	0 0	2 0
		Julie VanBeekum	1 0	0 0	1 0
		Vicky Marrelli	3 0	0 0	3 0
		Assigned to Individual Total	7 0	1 1	8 1
	Metro A Desktop Support	Adam Staks	1 0	0 0	1 0
		Burton Brown	1 0	0 0	1 0
		Eric A Sedgwick	2 0	0 0	2 0
		Michael Barth	3 0	0 0	3 0
		Assigned to Individual Total	7 0	0 0	7 0
	Metro A Help Desk	Ed Conrad	12 0	1 0	13 0

Heritage and Arts

			Low	Medium	MR Total
Heritage and Arts	Metro A Help Desk	Edward Fortner	9 0	0 0	9 0
		Liz Evans	4 0	0 0	4 0
		Assigned to Individual Total	25 0	1 0	26 0
	Metro A Hosting	Tom Carney	4 0	0 0	4 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro B Desktop Support	Austin Farey	1 0	0 0	1 0
		Cody Flanders	1 0	0 0	1 0
		Jay Locker	2 0	0 0	2 0
		Kraig Ellis	1 0	0 0	1 0
		Matthew Blunk	2 0	0 0	2 0
		Mike Sine	1 0	0 0	1 0
		Tyler Pearce	3 0	0 0	3 0
		Assigned to Individual Total	11 0	0 0	11 0
	Metro B Help Desk	Gary Graham	1 0	0 0	1 0

Heritage and Arts

			Low	Medium	MR Total
Heritage and Arts	Metro B Help Desk	Assigned to Individual Total	10	00	10
	Metro C Hosting	Dana McDonald	10	00	10
		Assigned to Individual Total	10	00	10
	Project Management	Katie Rasmussen	10	00	10
		Assigned to Individual Total	10	00	10
	Strategic Communications	Dennis Rogers	10	00	10
		Assigned to Individual Total	10	00	10
	Technical Lead/Project Manager	Martin Gonzalez	11	00	11
		Assigned to Individual Total	11	00	11
	Voice Operations	Romanza Hamblin Sorensen	20	00	20
		Assigned to Individual Total	20	00	20
	Assigned Group Total		725	21	746
Customer Company Total			725	21	746

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Heritage and Arts

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents** **Bottom Number - Average time in hours**		
			Low	Medium	ATTR Total
Heritage and Arts	Application Services	Dustin Crump	2 76.05	0 0.00	2 76.05
		Martin Gonzalez	1 1.20	0 0.00	1 1.20
		Assigned to Individual Total	3 51.10	0 0.00	3 51.10
	Application Support	Joseph Sharp	2 12.72	0 0.00	2 12.72
		Assigned to Individual Total	2 12.72	0 0.00	2 12.72
	Campus Networking	Jordy Davis	1 0.95	0 0.00	1 0.95
		Robert Ryan	1 2.50	0 0.00	1 2.50
		Assigned to Individual Total	2 1.73	0 0.00	2 1.73
	Capitol Desktop Support	Chad Poll	1 1.12	0 0.00	1 1.12
		Assigned to Individual Total	1 1.12	0 0.00	1 1.12

Heritage and Arts

			Low	Medium	ATTR Total
Heritage and Arts	Enterprise Security	Bart Grant	2 222.26	0 0.00	2 222.26
		Dan Cook	1 5.64	0 0.00	1 5.64
		Assigned to Individual Total	3 150.05	0 0.00	3 150.05
	Help Desk	Brenda Treadway	1 0.00	0 0.00	1 0.00
		Eileen Dubach	0 0.00	1 18.43	1 18.43
		James Stearns	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	3 0.11	0 0.00	3 0.11
		Assigned to Individual Total	7 0.05	1 18.43	8 2.34
	Metro A Desktop Support	Adam Staks	1 0.29	0 0.00	1 0.29
		Burton Brown	1 0.34	0 0.00	1 0.34
		Eric A Sedgwick	2 0.12	0 0.00	2 0.12
		Michael Barth	3 0.65	0 0.00	3 0.65
		Assigned to Individual Total	7 0.40	0 0.00	7 0.40

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Heritage and Arts

			Low	Medium	ATTR Total
Heritage and Arts	Metro A Help Desk	Ed Conrad	12 0.24	1 0.43	13 0.25
		Edward Fortner	9 0.07	0 0.00	9 0.07
		Liz Evans	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	25 0.15	1 0.43	26 0.16
	Metro A Hosting	Tom Carney	4 0.59	0 0.00	4 0.59
		Assigned to Individual Total	4 0.59	0 0.00	4 0.59
	Metro B Desktop Support	Austin Farey	1 0.17	0 0.00	1 0.17
		Cody Flanders	1 0.23	0 0.00	1 0.23
		Jay Locker	2 2.00	0 0.00	2 2.00
		Kraig Ellis	1 1.40	0 0.00	1 1.40
		Matthew Blunk	2 0.44	0 0.00	2 0.44
		Mike Sine	1 0.31	0 0.00	1 0.31
		Tyler Pearce	3 0.39	0 0.00	3 0.39
		Assigned to Individual Total	11 0.74	0 0.00	11 0.74

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Heritage and Arts

			Low	Medium	ATTR Total
Heritage and Arts	Metro B Help Desk	Gary Graham	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Hosting	Dana McDonald	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Project Management	Katie Rasmussen	1 1.79	0 0.00	1 1.79
		Assigned to Individual Total	1 1.79	0 0.00	1 1.79
	Strategic Communications	Dennis Rogers	1 5.10	0 0.00	1 5.10
		Assigned to Individual Total	1 5.10	0 0.00	1 5.10
	Technical Lead/Project Manager	Martin Gonzalez	1 51.58	0 0.00	1 51.58
		Assigned to Individual Total	1 51.58	0 0.00	1 51.58
	Voice Operations	Romanza Hamblin Sorensen	2 0.26	0 0.00	2 0.26
		Assigned to Individual Total	2 0.26	0 0.00	2 0.26
	Assigned Group Total		72 9.99	2 9.43	74 9.98
Customer Company Total			72 9.99	2 9.43	74 9.98

Heritage and Arts

Detail

Incident	User / Resolver	Type	Subtype	Product / Priority	Status	TIR / TTR Missed	Value
INC000000609589	Geoffrey Fattah	Application	None	None		TIR Missed: Yes	1.01
Enterprise Security	Bart Grant	Heritage and Arts		Low	Resolved	TTR Missed: Yes	442.65
INC000000619566	Christopher Hansen	Application	Error	Gmail		TIR Missed: Yes	51.56
Technical Lead/Project Manager	Martin Gonzalez	Heritage and Arts		Low	Closed	TTR Missed: Yes	51.58
INC000000625726	Colleen Eggett	None	None	Postini		TIR Missed: Yes	130.93
Application Services	Dustin Crump	Heritage and Arts		Low	Closed	TTR Missed: Yes	130.93
INC000000627528	Kathy Kirtz	Application	None	Gmail		TIR Missed: Yes	8.41
Help Desk	Eileen Dubach	Heritage and Arts		Medium	Closed	TTR Missed: Yes	18.43
INC000000627891	Jimmy Glenn	Application	Error	M86		TIR Missed: Yes	1.79
Enterprise Security	Bart Grant	Heritage and Arts		Low	Resolved	TTR Missed: No	1.88
INC000000628164	Sarah Pitkin	None	None	None		TIR Missed: No	0.26
Metro B Desktop Support	Matthew Blunk	Heritage and Arts		Low	Closed	TTR Missed: No	0.73
INC000000629807	Janice Reed-Campbell	Application	None	None		TIR Missed: No	0.00
Project Management	Katie Rasmussen	Heritage and Arts		Low	Closed	TTR Missed: No	1.79
INC000000630269	Lisa F Nelson	None	None	None		TIR Missed: No	0.30
Metro A Hosting	Tom Carney	Heritage and Arts		Low	Resolved	TTR Missed: No	0.33
INC000000630563	Leah Piccolo	Telecom	Voice Mail	Telephone		TIR Missed: No	0.00
Voice Operations	Romanza Hamblin Sorensen	Heritage and Arts		Low	Closed	TTR Missed: No	0.00
INC000000630625	Christopher Merritt	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Heritage and Arts		Low	Closed	TTR Missed: No	0.14
INC000000630725	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
Campus Networking	Robert Ryan	Heritage and Arts		Low	Closed	TTR Missed: No	2.50
INC000000631196	Elizabeth D Brown	Telecom	Voice Mail	Telephone		TIR Missed: No	0.19
Voice Operations	Romanza Hamblin Sorensen	Heritage and Arts		Low	Closed	TTR Missed: No	0.51
INC000000631420	Amanda Rock	Application	Error	Adobe Reader		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Heritage and Arts		Low	Closed	TTR Missed: No	0.20
INC000000631510	Kristen Rogers-Iversen	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Heritage and Arts		Low	Closed	TTR Missed: No	0.52
INC000000631580	Tracy Healey	PC/Laptop	None	None		TIR Missed: No	0.45
Metro B Desktop Support	Jay Locker	Heritage and Arts		Low	Closed	TTR Missed: No	0.60
INC000000632286	Sharon Odekirk	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Heritage and Arts		Low	Closed	TTR Missed: No	0.00

Heritage and Arts

INC000000632836	Katie Barlow	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.30
INC000000633389	Kathy Kirtz	Application	Error	Gmail	TIR Missed: Yes	21.12
Application Services	Dustin Crump	Heritage and Arts	Low	Closed	TTR Missed: Yes	21.16
INC000000633516	Maryellen Martinez	Application	Error	Google Chrome	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.62
INC000000633668	Ronald Van Harten	Application	Error	Gmail	TIR Missed: No	0.00
Metro B Desktop Support	Jay Locker	Heritage and Arts	Low	Closed	TTR Missed: No	3.39
INC000000633826	Kristen Rogers-Iversen	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.11
INC000000633861	Debbie Reese	PC/Laptop	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.67
INC000000633880	Tracy Healey	Application	None	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000633911	Lori Hunsaker	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000633960	Tracy Healey	Application	Error	Gmail	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Heritage and Arts	Low	Closed	TTR Missed: No	0.32
INC000000634034	Beverly Bronson	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000634284	Arie Leeflang	Application	Password	Gmail	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000634378	Lynnette Hiskey	Network	None	Novell eDirectory	TIR Missed: No	0.99
Capitol Desktop Support	Chad Poll	Heritage and Arts	Low	Closed	TTR Missed: No	1.12
INC000000634554	Lyle Talbot	Application	Password	Gmail	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000635076	Kristen Jensen	None	None	None	TIR Missed: Yes	22.00
Application Support	Joseph Sharp	Heritage and Arts	Low	Closed	TTR Missed: Yes	22.00
INC000000635174	Scott Brooks	Network	Error	None	TIR Missed: No	0.00
Campus Networking	Jordy Davis	Heritage and Arts	Low	Resolved	TTR Missed: No	0.95
INC000000635183	Ronald Van Harten	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000635245	Nelson Knight	Application	Error	Gmail	TIR Missed: No	0.28
Enterprise Security	Dan Cook	Heritage and Arts	Low	Resolved	TTR Missed: No	5.64

Heritage and Arts

Incident	Requester	Type	Category	Service		Priority	Status	TIR Missed		Time
INC000000635579	Melissa Ferguson	Application	Error	Gmail				TIR Missed: No		0.05
Metro A Desktop Support		Eric A Sedgwick		Heritage and Arts		Low	Closed	TTR Missed: No		0.24
INC000000635708	Kristen Rogers-Iversen	None	None	None				TIR Missed: No		0.00
Metro A Desktop Support		Eric A Sedgwick		Heritage and Arts		Low	Closed	TTR Missed: No		0.00
INC000000636230	Jana Larsen	None	None	None				TIR Missed: No		0.00
Metro A Help Desk		Edward Fortner		Heritage and Arts		Low	Closed	TTR Missed: No		0.00
INC000000636885	Holly George	None	None	None				TIR Missed: No		0.00
Metro A Help Desk		Liz Evans		Heritage and Arts		Low	Closed	TTR Missed: No		
INC000000637054	Kathy Kirtz	None	None	None				TIR Missed: No		0.00
Metro A Help Desk		Ed Conrad		Heritage and Arts		Low	Closed	TTR Missed: No		0.00
INC000000637579	Susan Hayward	Application	None	Gmail				TIR Missed: No		0.00
Metro B Desktop Support		Tyler Pearce		Heritage and Arts		Low	Closed	TTR Missed: No		0.50
INC000000637607	Kathy Kirtz	None	None	None				TIR Missed: No		0.00
Metro A Help Desk		Edward Fortner		Heritage and Arts		Low	Closed	TTR Missed: No		0.00
INC000000637608	Kathy Kirtz	Application	None	Gmail				TIR Missed: Yes		1.12
Application Services		Martin Gonzalez		Heritage and Arts		Low	Closed	TTR Missed: No		1.20
INC000000637646	Tony Mirabella	Application	Error	Financial Information Network				TIR Missed: No		0.00
Metro A Help Desk		Ed Conrad		Heritage and Arts		Low	Closed	TTR Missed: No		0.46
INC000000637679	Amanda Rock	None	None	None				TIR Missed: No		0.00
Application Support		Joseph Sharp		Heritage and Arts		Low	Closed	TTR Missed: No		3.44
INC000000637837	Becky Lopshire	None	None	None				TIR Missed: No		0.00
Metro A Help Desk		Edward Fortner		Heritage and Arts		Low	Closed	TTR Missed: No		0.00
INC000000637953	Holly George	Application	Reporting	PGP				TIR Missed: No		0.08
Metro A Desktop Support		Adam Staks		Heritage and Arts		Low	Closed	TTR Missed: No		0.29
INC000000638215	Carolyn Sweeney	None	None	None				TIR Missed: No		0.00
Metro B Desktop Support		Mike Sine		Heritage and Arts		Low	Resolved	TTR Missed: No		0.31
INC000000638289	Ronald Van Harten	None	None	None				TIR Missed: No		0.00
Metro A Help Desk		Ed Conrad		Heritage and Arts		Low	Closed	TTR Missed: No		0.00
INC000000638412	Londi Rowley	Application	Reporting	Gmail				TIR Missed: No		0.20
Metro A Help Desk		Ed Conrad		Heritage and Arts		Medium	Closed	TTR Missed: No		0.43
INC000000638494	Jana Larsen	Network	None	Novell Client for 32-bit Windows				TIR Missed: No		0.00
Metro A Help Desk		Ed Conrad		Heritage and Arts		Low	Closed	TTR Missed: No		0.10
INC000000638505	Deb A Miller	None	None	None				TIR Missed: No		0.00
Metro A Help Desk		Edward Fortner		Heritage and Arts		Low	Closed	TTR Missed: No		0.00

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Incident	Requester	Category	Type	Item	TIR/TTR	Missed	Value
INC000000639042	Lisa F Nelson	None	None	None	TIR Missed:	No	0.26
Metro A Hosting	Tom Carney	Heritage and Arts	Low	Resolved	TTR Missed:	No	0.26
INC000000639072	Jean Irwin	Application	None	Gmail	TIR Missed:	No	0.13
Metro A Desktop Support	Burton Brown	Heritage and Arts	Low	Resolved	TTR Missed:	No	0.34
INC000000639108	Kathy Kirtz	Application	Error	Gmail	TIR Missed:	No	0.00
Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Resolved	TTR Missed:	No	0.00
INC000000639118	Lisa F Nelson	None	None	None	TIR Missed:	No	0.89
Metro A Hosting	Tom Carney	Heritage and Arts	Low	Resolved	TTR Missed:	No	0.89
INC000000639550	Scott Brooks	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Metro B Desktop Support	Austin Farey	Heritage and Arts	Low	Resolved	TTR Missed:	No	0.17
INC000000639615	Jennifer Tolbert	Application	Error	PGP	TIR Missed:	No	0.23
Metro B Desktop Support	Cody Flanders	Heritage and Arts	Low	Resolved	TTR Missed:	No	0.23
INC000000639723	Felicia Baca	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	James Stearns	Heritage and Arts	Low	Resolved	TTR Missed:	No	0.00
INC000000640089	Craig Webb	EIS Hardware	Printer	None	TIR Missed:	No	0.44
Strategic Communications	Dennis Rogers	Heritage and Arts	Low	Resolved	TTR Missed:	No	5.10
INC000000640420	Don Hartley	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	James Stearns	Heritage and Arts	Low	Resolved	TTR Missed:	No	0.00
INC000000640444	Kathy Kirtz	None	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Heritage and Arts	Low	Resolved	TTR Missed:	No	0.00
INC000000641040	Kristen Stehel	None	None	None	TIR Missed:	No	0.18
Metro A Hosting	Tom Carney	Heritage and Arts	Low	Resolved	TTR Missed:	No	0.87
INC000000641219	Jean Irwin	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.11
Metro A Desktop Support	Michael Barth	Heritage and Arts	Low	Resolved	TTR Missed:	No	0.11
INC000000641232	Christopher Merritt	None	None	None	TIR Missed:	Yes	1.74
Metro A Desktop Support	Michael Barth	Heritage and Arts	Low	Resolved	TTR Missed:	No	1.74
INC000000641318	Laura Durham	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro A Help Desk	Liz Evans	Heritage and Arts	Low	Resolved	TTR Missed:	No	0.00
INC000000641647	Maryellen Martinez	None	None	None	TIR Missed:	No	0.28
Metro B Desktop Support	Kraig Ellis	Heritage and Arts	Low	Resolved	TTR Missed:	No	1.40
INC000000641795	Julie A Anderson	None	None	None	TIR Missed:	No	0.00
Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Resolved	TTR Missed:	No	0.00
INC000000641806	Kathy Kirtz	None	None	None	TIR Missed:	No	0.09
Metro A Desktop Support	Michael Barth	Heritage and Arts	Low	Resolved	TTR Missed:	No	0.09

Heritage and Arts

INC000000642459	Jana Larsen	Network	Error	Novell ConsoleOne		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Resolved		TTR Missed: No	0.17
INC000000642603	Scott Brooks	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Heritage and Arts	Low	Resolved		TTR Missed: No	0.56
INC000000643566	Tracy Healey	Application	Error	None		TIR Missed: No	0.10
Metro B Desktop Support	Tyler Pearce	Heritage and Arts	Low	Resolved		TTR Missed: No	0.10
INC000000643628	Scott Brooks	None	None	None		TIR Missed: No	0.00
Metro C Hosting	Dana McDonald	Heritage and Arts	Low	Resolved		TTR Missed: No	0.00
INC000000643684	Arie Leeflang	Application	Password	Gmail		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Heritage and Arts	Low	Resolved		TTR Missed: No	0.00
INC000000644193	Michele Elnicky	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Resolved		TTR Missed: No	0.21
INC000000644242	Lisa F Nelson	None	None	None		TIR Missed: No	0.15
Metro B Desktop Support	Matthew Blunk	Heritage and Arts	Low	Resolved		TTR Missed: No	0.15